

ABSTRACT

A system and method provides an automatic telephone call back to a telephone line being used to access a computer network. A call back is made in response to a request by an inquiring party at a remote data terminal connected to the computer network using a telephone line. The inquiring party provides call back data at the data terminal connected to a computer network, such as the Internet, by way of a telephone line. The call back data is transferred over the computer network to the automated telephone call back system. A computer network interface at the automated back system provides a gateway between the computer network and an automated dialer system. The automated dialer system retrieves telephone numbers provided by the inquiring parties, schedules the call backs, and automatically dials the telephone numbers using a predictive dialer. If a telephone number is scheduled for an immediate call back, the call status is monitored by the dialer to detect a busy signal. If a busy signal is detected, a redial script instructs the predictive dialer to continuously redial the number until an answer is detected, i.e., the inquiring party disconnects from the computer network and the telephone line becomes available. If a connection is made, the dialer will automatically connect the called party to an available agent, and

any additional information about the called party, if available,
will be transmitted to the agent's terminal by the call back
manager.